

FIG. 1

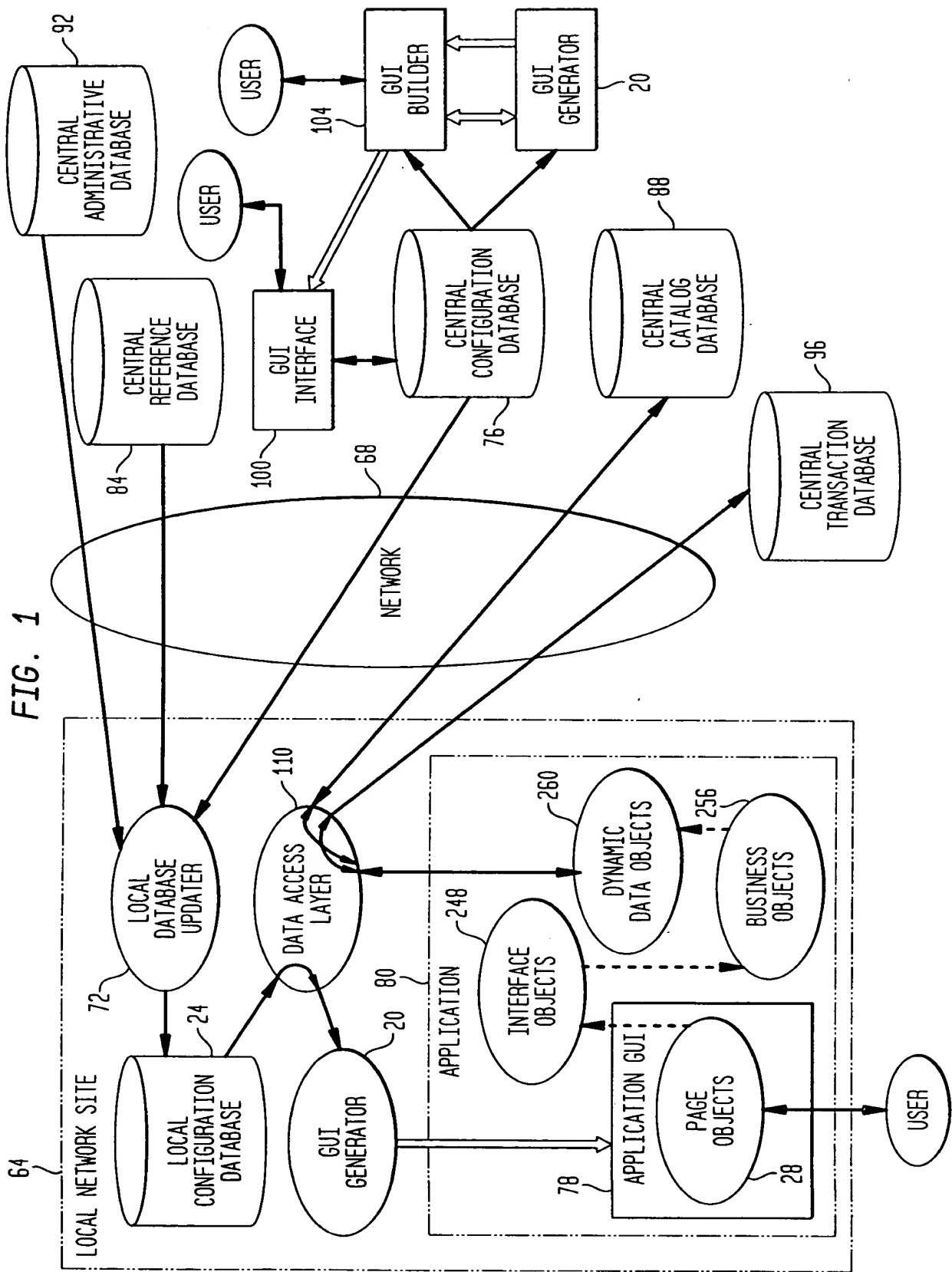


FIG. 2

The screenshot shows the 'Aibos-Customer Care' application window. The title bar includes standard window controls. The menu bar contains: Customer, Account, Financials, Ordering, Problem Tracking, Group-Level Activities, Administration, Application Links, and Help.

Label 32: Points to the 'Cust. Search' button in the top toolbar.

Label 36: Points to the 'AVAILABLE SERVICES & FEATURES' tree view on the left, which includes: SERVICE INSTANCES, PRODUCTS, PACKAGES, CONTRACTS, NON-RECURRING CHARGES, and NON-BILLABLE ITEMS.

Label 40: Points to the 'Show View' and 'Filters Applied' section at the bottom left, which includes a list of filters: Service Inst., Products, and Packages.

Label 44: Points to the right-hand side of the main data area, which includes buttons for 'Cancel', 'Reset', 'Find', 'Port', and 'Port All'.

Label 56: Points to the bottom status bar, which displays 'Ready'.

The main data area contains a table with columns: Order#, Order Rev#, Order Status, Acct.#, Completion Date, and Desired. A search bar is located above the table. Below the table, there are input fields for: Order#, Order Rev.#, Order Status, Contact Last Name, Contact First Name, Contact Company, Acct.#, Cust. Order #, and Telephone #.

FIG. 3

112

108

116

120

Ready

United-AibonAdoin

File Edit View Help

Xxxx XXXX Delete XXXX First Previous Next Last

C:\ICC_Demo\ArborConfig.mdb

WindowArborMain

Window Caption

Window Splitters

View Tree View

View Sect View

Sect:Cust Search Section

Search Page Customer Search

Search Page Customer Search

Controls

Sect:Account Info Section

Sect:Account Financials Section

Sect:Order Mgmt Section

Sect:Problems Section

Sect:Confirm Section

ViewCtrls

View:Page View

View:Filter View

View:Customer Summary

MenuBar

AppBar

ActionBar

Window.ArborAdmin

Langs

GeneralText

Errors

PageID	PageSeq	SectID	PageDesc	TemplateID	TemplateName
20101	0x01	201	Customer...	25	Search Page

Pageid

PageSeq

Sectid

PageDesc

Templateid

F. Name:

L. Name:

Company Name:

House #:

House Ext.:

Apt/Suite#:

Pre Dir.:

St. Suf.:

St. Name:

Address Line:

State:

Zip:

Country:

Franchise:

FIG. 4

